

## Performance Criteria Description

**Customer Service:** Demonstrates that customer service is a primary objective and maintains positive public relations with all City customers, constituents and government and business partners. Leads the organization in demonstrating the City's organizational value of "**Customer Service is Our Business**". Achieves appropriate balance in meeting objectives of the public, the organization, and employee interests. Directs and leads the organization in Best Practice customer service.

**City Commission Support:** Demonstrates commitment to policies, direction, and target issues of the City Commission. Exhibits loyalty and support to the commission. Anticipates the mood and climate of the community on organizational issues and programs and keeps the commission informed on these matters. Insures that staff serves and supports the commission in a thorough and objective manner, providing comprehensive, concise and understandable data, information, recommendations, and reports.

**Leadership:** Formulates and articulates a vision for the organization that supports the City's mission statement. Maintains exemplary standards of personal integrity, truthfulness, and fairness in carrying out public duties and demands like behavior from all employees. Applies common sense and sound judgment in all decisions and actions. Promotes policies, procedures, and programs in support of the organization's goals and objectives and in the best interests of citizens and the community. Exercises discretion and diplomacy. Promotes group unity and team approach to work. Creates an environment conducive to maximum employee productivity. Exemplifies the organizational value of "**Demonstrate Leadership and Personal Responsibility**".

**General Management:** Conducts business in an honest, forthright and professional manner. Is responsive, prompt, and efficient. Considers appearance and perception of actions and conducts business accordingly. Sets and accomplishes community-focused goals and objectives. Insures internal control systems are in place and adhered to. Takes action in accordance with governing laws, rules, and policies. Demonstrates flexibility, creativity, and resourcefulness in carrying out responsibilities. Monitors performance and takes corrective action as appropriate. Listens to and respects input from the

public. Insures the organization and employees operate in support of the organizational value of **“Practice Teamwork”**.

**Employee Management:** Communicates City Commission policy and expectations and insures staff operates in support of organizational objectives and in compliance with governing laws, rules, policies and procedures. Practices participatory management. Holds management level staff accountable for efficient and effective management of employees and for outstanding service delivery. Quickly, fairly, and appropriately deals with management/employee issues. Actively supports organization’s fair employment practice plan.. Initiates and insures implementation of policies in support of employees and their families. Supports and encourages employee development. Considers and demonstrates commitment to the organizational value of **“Promote and Support Employee Excellence”**.

**Financial Management:** Develops and submits accurate budget requests with adequate justification. Manages budget within approved parameters and holds managers accountable for operating within laws, rules, and policies governing financial, budget and procurement matters. Exhibits commitment to and efforts towards meeting MBE goals and holds managers accountable for compliance with MBE objectives. Efficiently plans, manages, and develops financing strategies to support efficient and economical operation of government and enterprise operations.